

DDD SHOUT

VENDOR & PROVIDER NEWSLETTER

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New Quick Reference Guides Now Available for People DDD Supports

DDD has launched its first three [Quick Reference Guides](#) in a new online library to improve plain-language communication and education for the people it supports.

The Quick Reference Guides are short PDF documents—mostly one to two pages long—covering specific topics that are relevant to the DDD community.

The guides can be found on [DDD’s webpage for Members and Family Resources](#) under “Member Manuals and DDD Policies.”

Currently, the Division has published three Quick Reference Guides, with more in development:

- [Parents as Paid Providers for Their Minor Children](#)
- [Getting the Most from Your Pharmacy Benefits](#)
- [AHCCCS Eligibility Redeterminations](#)

Informational Videos Also Available

Over the past four years, DDD has also developed and published several [educational and informational videos](#). They cover topics ranging from Planning Meetings and Assessments to What to Do When You Have a Complaint. Find the videos on [the DDD website](#).

The Division encourages all Qualified Vendors to share these Quick Reference Guides and informational videos with the people DDD supports.

AHCCCS Opens Public Comment Forums for Parents as Paid Providers Permanent Extension

AHCCCS extended the Parents as Paid Providers flexibility until November 11, 2023 with no changes and is now considering making the program permanent through an amendment to the 1115 waiver. For this reason, AHCCCS opened a public comment period through August 21, 2023 via two (2) virtual public forums, with one remaining:

- July 18, 2023 at 2:00 p.m. (already passed)
- August 2, 2023 at 1:00 p.m.

Public comments may also be submitted by email to waiverpublicinput@azahcccs.gov or by mail to the address on the [Parents as Paid Caregivers web page](#).

AHCCCS plans to amend the 1115 waiver to:

- Address the shortage of Direct Care Workers/caregivers by allowing payments to parents who are paid

caregivers for their minor children

- Increase satisfaction and promote positive health and well-being outcomes for children
- Extend a support service to preserve effective care for the member in the home and community
- Ensure members receive high-quality care while increasing timely accessibility to care providers

Visit the [Parents as Paid Providers AHCCCS web page](#) and click the “Waiver Amendment Public Forums” subhead to join the public forums.

Live Sessions for RFQVA Contract Start in September

As previously communicated, current Qualified Vendors will be eligible on September 1, 2023 to begin completing their application for the new contract, RFQVA DDD-2024, which takes effect on March 1, 2024. To assist in this process, the Division will be hosting Technical Assistance virtual sessions beginning September 6, 2023. During these sessions, Qualified Vendors will be able to ask Division subject matter experts questions related to the application process. The schedule and how to join are outlined below.

Day	Dates	Time	Google Meet Link	Phone Number
Monday, Wednesday, and Friday	September 6, 8, 11, 13, 15, 18, 20, 22, 25, 27, & 29	10:30 a.m. - 11:30 a.m.	Click to Join	1-484-531-2298 PIN 302198484#
Tuesday and Thursday	September 5, 7, 12, 14, 19, 21, 26, & 28	2:00 p.m. - 3:00 p.m.	Click to Join	1-240-428-7922 PIN 915637217#

The Division also has an updated [FOCUS User Guide](#) now available. Technical assistance videos will be available soon for Qualified Vendors to help with the application process, as well.

Updates from the Office of Licensing, Certification, and Regulation (OLCR)

HCBS Certification

Upon receiving an initial HCBS certification, Qualified Vendors and providers must enroll with AHCCCS using the [APEP portal](#). Registration must align with what is on the approved HCBS certification. Most agencies, but not all, are registered as a Provider Type (PT) 39. Group homes are registered as PT 25. Most therapy agencies register as PT01, or “group biller”. Please see [AHCCCS Policy AMPM 610](#) and attachment A for Provider Qualifications and a listing of PTs. For clarification, you can contact the AHCCCS customer service line at 602-417-7670 option #5.

Once assigned a new AHCCCS ID number for an agency or group home, it must be sent to hcbcertification@azdes.gov.

Developmental Home Licensing

Developmental Home Licensing Applications are processed in the order they are received. If you request a license transfer to take place on a specific date, please understand there are other applications being processed. Additionally, the date requested may not always be possible. If you can, please submit transfer requests at least 21 business days in advance to OLCR.

During the renewal process, an Additional Information Request (AIR) may be issued to the agency with a response due in 60 days. The 60 days are provided to allow licensing agencies time to work with their providers to gather requested information and submit the AIR back to OLCR. If an AIR is not submitted to the reviewing OLCR licensing liaison by the 60th day, the application will be closed in Quick Connect and the agency will be

required to submit a new application. If new applications are submitted and ultimately approved, the licenses will not be backdated and will have a new effective date.

Please do not wait until the last day to turn in the requested information. Please reach out to your assigned OLCR licensing liaison for any clarification or assistance at any time.

Members with access to unlocked medications or toxins MUST have a current Person-Centered Service Plan stating this. OLCR will restrict the license when a member has access to unlock medications or toxins. Please note, that if one member has access to unlocked medications or toxins, all members in the home must be able to have access. OLCR will ask follow-up questions about members' ability to have access to medications and toxins during the renewal process to ensure member safety and that licenses are restricted if appropriate.

If you have any questions, please contact Developmental Home Licensing Manager Jen Willis at jwillis@azdes.gov.

NETWORK UPDATES

Attendant Care in a Hospital Setting

As an approved flexibility during the Public Health Emergency (PHE), if a member was in the hospital, a planning team could assess for and authorize attendant care to support a member during an inpatient hospital stay. This was allowed under certain circumstances.

Although many flexibilities available under the PHE have ended, the ability to assess for and authorize Attendant Care while a member is in the hospital has been approved permanently in Arizona's 115 waiver. It may be authorized under the following conditions:

- The planning team determined the hospital did not have staff (often referred to as a "sitter") to offer support; and
- The member did not have natural supports such as a parent, guardian, or a close family member; OR
- The support available was not enough to cover the level of support the member needed.

When Attendant Care (S5125) is provided in a hospital setting, the Qualified Vendor must use the following Place of Service (POS) codes:

- 21 Inpatient Hospital
- 23 Emergency Room- Hospital

Please refer to the [Provider Coding Guide and Reference Sheet](#) for more information.

Attendant Care/Housekeeping Service Monitoring/Supervision Form Updated

The Division has updated the Attendant Care/Housekeeping Service Monitoring/Supervision Form (DDD-1431A) to align with current requirements and improve usability. The updated form can be found on our DDD website in the [Document Center](#). Qualified Vendors must use the current version of this form or ensure the forms they are using include the same information from the Division's Attendant Care/Housekeeping Service Monitoring/Supervision form.

As a reminder, Qualified Vendors providing Attendant Care and/or Housekeeping services are required to monitor these services within five days of the Qualified Vendor working with a new member, again at 30 days, at 60 days (if issues have been identified), and at 90 days. Services must be monitored and documented every 90 days thereafter. Supervisory visits are required within the first 90 days of a new provider working with the member, and the provider must be present for the supervisory visit.

Get Caught Up

Did you know the Division posts vendor announcements and editions of the Shout on the web? Get caught up and stay informed by visiting the [Vendor Announcements page](#) online.

Report Fraud, Waste, Abuse and Misconduct

Report to DDD:

- Call DDD at 1-877-822-5799
- Send an email to dddfwa@azdes.gov
- Send a letter to DES/DDD
- Attn: Corporate Compliance Unit
1789 W Jefferson St.
Mail Drop 2HA1
Phoenix, AZ 85007
- Complete this [online form](#).

Report to AHCCCS

- Provider Fraud
 - In Arizona: 602-417-4045
 - Outside Arizona: 1-888-ITS-NOT-OK (1-888-487-6686)
- Report Member Fraud:
 - In Arizona: 602-417-4193
 - Outside Arizona: 1-888-ITS-NOT-OK (1-888-487-6686)
- If you have questions about AHCCCS fraud, abuse of the program, or abuse of a member, email the AHCCCS Office of Inspector General (OIG) at AHCCCSFraud@azahcccs.gov.

If there are other individuals in your organization who would benefit from receiving DDD Vendor Announcements, please encourage them to sign up at <https://azdes-community.secure.force.com/subscribe/>.